Austrian Government Improves Embassy Efficiency

Cisco WAAS helps Ministry improve productivity and deliver critical documents up to 1000 percent faster without increasing bandwidth costs

EXECUTIVE SUMMARY

Customer Name: Federal Ministry for European and International Affairs

Industry: Public sector

Location: Austria

Number of Employees: 2200

Challenge
· Support communications over low-bandwidth connections
· Enhance service for citizens abroad
· Improve staff productivity

Solution
· Cisco Enterprise Networks technologies based on Wide Area Virtualization Engines and Integrated Services Routers

Results
· Improved document download speeds by up to 1000 percent
· Reduced need for network bandwidth upgrades
· Enhanced employee satisfaction

Challenge

The Austrian Federal Ministry for European and International Affairs is based in Vienna. It coordinates the critical work carried out by the country's 100 or so embassies and consulates worldwide. A longstanding problem was delivering time-sensitive documentation to locations with poor local network infrastructures.

At some sites, the ministry's network traffic had to travel over nothing more than a 128kbps connection. These limitations meant large documents could sometimes take up to an hour to open. At best, that impaired civil servants' efficiency and their speed in serving the needs of Austrians in foreign lands. At worst, it could affect their ability to deal with unfolding emergency situations abroad.

Solution

Working with systems integrator NextiraOne, the Ministry began testing a range of network acceleration technologies. Cisco was found to be an ideal vendor, able to achieve the improvements that the ministry was seeking. The integration in locally implemented ISR-G2 routers provided additional benefits in terms of serviceability and remote monitoring.

NextiraOne addressed inherent latency issues by implementing Cisco® Wide Area Virtualization Engine 694, 594, and 294 solutions at ministry buildings in Vienna and installing Cisco 2911 Integrated Services Routers (ISRs) at each location outside Austria. The Cisco Wide Area Virtualization Engines reduce latency by delivering content to the ISRs, which is then stored locally. Each router is also equipped with a Cisco Service Ready Engine and Cisco Unity® Express to support Cisco Unified Communications Manager voice channels.

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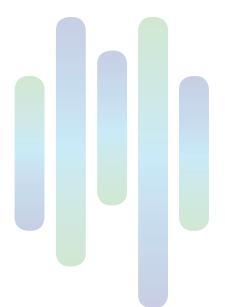
Anton Wolfgang
Deputy Chief Information Officer
Federal Ministry for European and
International Affairs

Results

The Cisco technology has helped overcome two problems. First, it has allowed the ministry to improve communications to most embassies without having to increase monthly bandwidth costs. Second, it has helped improve communications in places where local conditions mean bandwidth simply cannot be increased.

In some locations a 1000 percent improvement in network speed has been recorded. This improvement has made a significant difference to staff, many of whom had been looking for new ways to complete work more efficiently in any case.

"Employees are much happier," says Anton Wolfgang, deputy chief information officer at the Federal Ministry for European and International Affairs. "They can now see more people and spend more time attending to their needs. We can process much more work with the same bandwidth."

For More Information

To learn more about the Cisco architectures and solutions featured in this case study, go to: www.cisco.com/go/en

Product List

Enterprise networking
- Cisco Wide Area Virtualization Engine 694
- Cisco Wide Area Virtualization Engine 594
- Cisco Wide Area Virtualization Engine 294
- Cisco 2911 Integrated Services Router
- Cisco Service Ready Engine
- Cisco Unity Express
- Cisco Unified Communications Manager

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